

County of Colusa

IHSS Fraud Investigation and Program Integrity Plan

Introduction

The County of Colusa is pleased to submit a plan for the implementation and operation of an IHSS Fraud Investigation and Program Integrity Plan. This is an area for which the Board, the Department of Social Services, and the District Attorney have had concern and have been frustrated with the lack of a local option for investigation. As a small, northern county, Colusa was one of 12-15 counties under the jurisdiction of a single State DCHS Medi-Cal Fraud employee. While our new DCHS liaison seems very conscientious and eager to work with us, this has not been the case in the past. Our dedicated IHSS staff has been very frustrated when they found and reported instances of suspected abuse, provided ample evidence, and could not get the State DCHS investigators to act. We believe that a local program, done in collaboration with our District Attorney, will be much more effective. In Colusa County we will be able to build upon a successful model of collaboration which already exists in the investigation of welfare fraud. We will be able to commence this program within 60 days of receipt of funding.

County Description

Colusa County is a small, rural county with a population of approximately 21,000. Historically it has had the highest unemployment rate in the State. Earlier this year, our unemployment rate was over 26%. Employment is primarily seasonal and related to the agricultural industry. The largest employers are governmental agencies and a Casino.

The IHSS caseload fluctuates between 150 and 200. Eligibility determinations are conducted by 0.75 Social Worker and 1.0 FTE Social Services Assistant. We have 0.50 FTE of a Staff Services Analyst I providing IHSS Quality Assurance. The Department of Health and Human Services provides staff support for the Public Authority as well (0.50 FTE) for maintenance of the Provider Registry, provider training, and staffing of the IHSS Advisory Committee.

Collaboration and Partnerships with DA

Welfare fraud has historically been handled via an MOU between the Department of Health and Human Services (DHHS) and the District Attorney's office. Last year, oversight and administration of the fraud program was transferred from the D.A. to DHHS. The District Attorney investigators still provide assistance on most home visits, criminal background checks, and other areas requiring a peace officer. DHHS provides a 0.50 Fraud Coordinator to coordinate and research all referrals, administer the MOU with the D.A., design and implement an early fraud

intervention program, complete all fraud reporting requirements, and train staff on fraud-related issues. The DHHS Fraud Coordinator reports directly to the Director of Colusa County health and Human Services.

County's Current and Proposed Anti-Fraud Activities

It is our intention to add IHSS fraud to this model. The DHHS Fraud Coordinator will work with the IHSS staff and supervisor and the QA employee to identify potential fraud. In addition, fraud referrals can come from the eligibility staff, clerical staff who review time cards, or from the general public. Investigative activities include home visits and field interviews as well as a review of the records. We have been piloting such a program for the last few months and the results have been significant. The Fraud Coordinator has been able to identify and address areas of both intentional and unintentional fraud. Some of these examples include IHSS providers taking recipients to the casino for recreation, a provider who had a doctor's note prohibiting her from work in the CalWORKS program while she was working an IHSS provider, and two providers working at the same time for the same recipient.

Collaboration and Partnerships with DHCS and CDSS

As previously stated, our history of collaboration with DHCS investigators has been less than satisfactory. However, the new investigator assigned to Colusa County seems very pro-active and we look forward to this new relationship. It is our intent to meet with her monthly and give her copies of all IHSS fraud referrals. On those cases where she wants to get involved, we will provide her with any information or resources needed to complete the investigation. We will engage the assistance of the DHCS investigator for complicated cases and staff training purposes.

Coordination with CDSS will occur through the reporting mechanisms and the activities connected to our Quality Assurance process. In addition, overpayments and underpayments will be accounted for through the appropriate CDSS processes.

Mechanism for Tracking/Reporting

The DHHS Fraud Coordinator and the D.A. Investigator complete monthly time studies which record the number of hours spent on fraud-related activities. The time accounting makes a distinction between CalWORKS, Food Stamp, and IHSS activities. Therefore, it will be relatively easy to report how much staff time is spent on IHSS fraud activities.

It is the intent of the County to utilize our current case status and outcome tracking mechanism for IHSS cases. This form (see attachment "A") provides a brief description of the alleged abuse, the details of the investigation, the

findings, and the action taken. The cases are reviewed on a monthly basis with the Director of DHHS, who is the supervisor of the Fraud Coordinator. The County of Colusa is committed to provide CDSS with the tracking and reporting information, including information on referrals/outcomes and over/underpayment data no later than August 1 of each year.

IHSS Overpayments/Underpayments

Since 2004, Colusa County has had no instances of overpayments or underpayments. However, the County does work the error reports any time one is received.

The DHHS Fraud Coordinator and the Employee who administers our QA process are located in the same building and have a history of working together to identify and solve problems. In a small county, when an error trend is discovered, it is relatively easy to provide corrective training to the staff, providers, and beneficiaries. We will continue this practice through enhanced training activities including one-on-one interventions, group sessions, and written notices.

Fraud Referrals/Outcomes

Prior to this year, Colusa County relied upon the State Investigators for all IHSS-related fraud referrals. The D.A.s office would not handle any of these cases because he felt it was outside their jurisdiction. Since 2004, DHCS only investigated one case in which we suspected the provider was using false identification. The provider was found to be undocumented and can not be a provider in California. The State did not pursue other referrals they had received from Colusa County.

Since the beginning of our local pilot project which began in May 2009, we have investigated 20 cases and were able to address issues with the providers and beneficiaries in order to prevent fraud from occurring

Annual Outcomes Report

As previously mentioned, the County already has a process for tracking and reporting fraud cases which includes outcomes. We will transfer the information to the format developed by CDSS and submit in a timely manner – no later than August 1 of each year.

County Proposed Budget for Utilization of Funds

It is our intent to use these funds to support the time spent by the D.A. investigator on IHSS cases as well as the time of the DHHS Fraud Coordinator. The actual time charged will depend on hours reported on the monthly time

sheets. Since this is a new program, it is hard to project what percentage of the employees' cost will be related to IHSS as compared to other types of fraud investigation. However, the following budget represents our best estimate at this time:

| | Federal (45.9%) | State (37.8%) | County (16.3%) | Total |
|----------------------|-----------------|---------------|----------------|----------|
| D.A. Investigator | \$8,277 | \$6,806 | \$2,917 | \$18,000 |
| DHHS Coordinator | \$5,853 | \$ 4,814 | \$2,063 | \$12,730 |
| TOTAL | \$14,130 | \$11,620 | \$4,980 | \$30,730 |

The County share will include expenses related to supervision, travel, training, office supplies, and overhead.

Integration with other Program Integrity Efforts

Colusa County is already in the process of implementing the program integrity efforts included in the State Budget Act of 2009. We are fortunate in that we already had a mechanism set up to run DOJ background checks for all providers in our Registry. This has been in place for over 4 years. All current providers have been informed that they will need to be fingerprinted by June 30, 2010. All new providers will need to be fingerprinted and attend an on-site, face-to-face orientation prior to being approved as an IHSS provider to ensure compliance. We have already begun the process of reviewing timecards and signatures for potential fraud.

Budget Justification
Colusa County's Fraud Funding Plan for FY 2009-10

| Budget Section | Total |
|---|---------------------|
| A. Personnel Costs (includes employee benefits) | \$ 30730 |
| B. Operating Expenses | \$ |
| C. Equipment Expenses | \$ |
| D. Travel/Per Diem and Training | \$ |
| E. Subcontracts and Consultants | \$ |
| F. Other Costs | \$ |
| G. Indirect Expenses | \$ |
| Total Expenses | \$ 30,730.00 |

| A. Personnel Costs (including employee benefits) | Total Budget |
|--|--------------|
| Title: D.A. Investigator Salary Calculation: \$52.94 hrly. x 340 hrs. Duties Description: Provide assistance on most home visits, criminal background checks, and other areas requiring a peace officer. | \$ 18,000.00 |
| Title: DHHS Fraud Coordinator Salary Calculation: \$40.80 hrly. x 312 hrs. Duties Description: Coordinate and research all referrals, administer the MOU with the D.A., design and implement an early fraud intervention program, complete all fraud reporting requirements, and train staff on fraud-related issues. DHHS Fraud Coordinator reports directly to the Director of Health and Human Services. | \$ 12,730.00 |
| Title: Salary Calculation: Duties Description: | \$ |
| Title: Salary Calculation: Duties Description: | \$ |
| Title: Salary Calculation: Duties Description: | \$ |
| Title: Salary Calculation: Duties Description: | \$ |

| | |
|-------------------------------|---------------------|
| | |
| Total Personnel Costs: | \$ 30,730.00 |

| | |
|----------------------------------|---------------------|
| B. Operating Expenses | Total Budget |
| Title: | \$ |
| Description: | |
| Title: | \$ |
| Description: | |
| Title: | \$ |
| Description: | |
| Total Operating Expenses: | \$ |

| | |
|----------------------------------|---------------------|
| C. Equipment Expenses | Total Budget |
| Title: | \$ |
| Description: | |
| Title: | \$ |
| Description: | |
| Title: | \$ |
| Description: | |
| Total Equipment Expenses: | \$ |

| | |
|--|---------------------|
| D. Travel/Per Diem and Training | Total Budget |
| Title: | \$ |
| Description: | |
| Title: | \$ |
| Description: | |
| Title: | \$ |
| Description: | |
| Total Travel/Per Diem and Training: | \$ |

| E. Subcontracts and Consultants | Total Budget |
|--|---------------------|
| Title: | \$ |
| Description: | |
| Title: | \$ |
| Description: | |
| Title: | \$ |
| Description: | |
| Total Subcontracts and Consultants: | \$ |

| F. Other Costs | Total Budget |
|---------------------------|---------------------|
| Title: | \$ |
| Description: | |
| Title: | \$ |
| Description: | |
| Title: | \$ |
| Description: | |
| Title: | \$ |
| Description: | |
| Title: | \$ |
| Description: | |
| Total Other Costs: | \$ |

| G. Indirect Expenses | Total Budget |
|-----------------------------|---------------------|
| Title: | \$ |
| Description: | |
| Title: | \$ |
| Description: | |
| Total Other Costs: | \$ |



CERTIFIED BOARD ORDER
OF THE COLUSA COUNTY BOARD OF
SUPERVISORS

County of Colusa, State of California

REGULAR MEETING OF: November 10, 2009

SUPERVISORS PRESENT: Supervisors Carter, Indrieri, Vann, and Evans.

SUPERVISORS ABSENT: Supervisor Marshall.

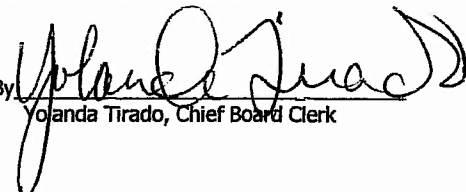
HEALTH AND HUMAN SERVICES: It is moved by Supervisor Indrieri, seconded by Supervisor Carter to approve the IHSS Fraud Investigation and Program Integrity Plan, authorize the Director of Health and Human Services to sign the Plan on behalf of the Board of Supervisors and submit same to the State of California, Department of Social Services (CDSS). Motion carried: All yes. Absent: Supervisor Marshall.

State Of California}
County of Colusa} ss.

I, KATHLEEN MORAN County Clerk and ex-officio Clerk of the Board of Supervisors, in and for the County of Colusa, State of California, do hereby certify the foregoing to be a full, true and correct copy of AN ORDER made by the Board of Supervisors, as the same appears upon their minute book.

WITNESS my hand and seal of said Board of Supervisors, affixed this 16th day of December 2009.
(SEAL).

Attest: Kathleen Moran County Clerk and Ex-Officio
Clerk of the Board of Supervisors

By 
Yolanda Tirado, Chief Board Clerk

Enclosure B

COUNTY RESPONSE COVER PAGE – MUST BE FULLY COMPLETED AND
SUBMITTED WITH PLAN AND DATA

Colusa County is requesting participation in the Enhanced Anti-Fraud Program
and will submit a Plan and Data as described above, by November 1, 2009.

Board of Supervisor Approval

Approved on _____, 2009, by the County Board of Supervisors

Name of Approver: _____

Signature _____

Name of County District Attorney Representative: Dave Markss
County District Attorney Representative Telephone #: 530 458-0561
Email Address: dmarkss@countyofcolusa.org

Name of County Welfare Department Representative: Beth Robey
County Welfare Department Representative Telephone #: 530 458-0256
Email Address: brobey@colusadhhs.org